VR Change Process 12-5-2014

Purpose: This document is being created to provide a clear process for Implementing changes to the QE2 website.

In order to ensure changes to QE2 are managed in a timely manner, adhere to audit requirements, and support the VR mission, this document will outline the proper processes to follow when changes to QE2 are needed.

Initiation:

Initiation of a change to QE2 should be initiated by filling out an e-mail request to vr.helpdesk@Nebraska.gov the subject line should read QE2 Helpdesk Request. A link to this e-mail is on the VRIS website. The link is entitled "Need QE2 Help?" and is located just below the large QE2 graphic at the top center of the VRIS homepage. A second link is in the QE2 website as well.

This e-mail will be routed to the project manager, at which point one of several things will occur.

Routing:

If the request is simple and can be handled in a brief period of time, John will assign the ticket to the appropriate developer. Upon completion the author of the e-mail will be notified that the issue has been resolved. Examples of simple issues would be spelling, grammar, user data entry errors or punctuation errors in test portion of the website.

For more complex issues that will require significant time or significant coding a Red Mine issue will be created and the change will be reviewed at the next change board meeting. At this meeting the change will be either be accepted or rejected or modified. If accepted it will then be prioritized with an anticipated completion date.

For issues that have any question regarding complexity the project manager will consult with developers, State Staff, programmers and any subject matter expert to determine next steps.

If this is a high priority item that cannot wait till the next Change board, the VR director (or delegate) will be consulted to see if an emergency change board decision should be made. If the director deems it necessary, stakeholders will be consulted on the matter to determine if it should be accepted as a Red Mine project and prioritized ahead of existing projects.

Prioritizing and Tracking:

Once a project is accepted it will have a Red Mine case assigned, a priority, a primary stakeholder and an assignee. Any status updates will be made in Red Mine. If the assignee believes the work on the project is complete this must be communicated, in Red Mine, to the stakeholder. This is done by changing the status of the project resolved and making notes in the case about what was accomplished. If the stakeholder agrees that the case can be closed this must be noted in Red Mine prior to changing the status to closed. If the stakeholder disagrees then the status must be changed to in progress with notes indicating what action must still be taken. Once the assignee and stakeholder agree the project is complete the status can be changed to closed. Notes must be entered to properly document what was done to complete the project.

Maintenance: A change meeting will be held every two weeks to review the status of projects. Although not every project can be reviewed at every meeting, those with the highest priority will be reviewed. Older projects that have lost visibility will be reviewed to consider their status. If closure is recommended then the Project manager will be responsible for documenting the reasons for closure in Red Mine.

QE2 Change Process Flow